

Latimer, Becky

295838

From: Terry Holden
Sent: Sunday, December 6, 2020 3:27 PM
To: customerservice@bluegranitewaterco.com
Cc: PSC_Contact
Subject: [External] Re: Your Utility Bill Payment Reminder

Blue Granite Water Commpany,

My payment as scheduled as always to arrive on time. You send me this notice every month & my bill is never late, so stop chasing me when I am not past due!

Should I start sending you notices 5 days before you are supposed to bill me to remind you to send me a bill? Should I send you daily notices asking you to ensure the water is on?

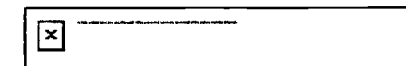
Please stop the nonsense & focus on reducing your operating costs so that we customers are not charged exorbitant rates!! The \$137.49 bill below is for water & sewer for a month where we did not even live at the house Ln Clover, SC 29710. I have never seen such high water & sewer rates (bill was \$300+ when we lived there) vs. current \$60 - \$80 per month we pay for water & sewer at out other 3 houses (Cramerton, SC; Oak Island, NC; Charlotte, NC) when occupied.

Am opting SC-PSC so they are aware that not only is Blue Granite water charging rates higher than market, they are also aware that Blue Granite has a corporate culture of badgering overcharged customers who pay the higher bills even when they strongly prefer that local municipalities take over their water & sewer service.

Regards,

Terry Holden

On Dec 6, 2020, at 3:02 PM, donotreply@myutility.us wrote:



Dear TERRY HOLDEN,

Your payment(s) has not been received and is due in the next 5 days. Please make payment by the due date to avoid late payment fees or possible service interruption.

Total Amount Due	Bill Amount Due(\$)	Current Bill Due Date	
	137.49	137.49	12/11/2020

Please log into MyUtilityConnect and select the Billing module to view and pay your bill(s).

You can also schedule auto payments, set up text notifications or make text payments using your mobile phone by enrolling in MyUtilityConnect. Simply visit and click on My Account to update your billing and payment reminders.

This is a post only message. Please do not reply to this e-mail, as we are unable to respond to messages sent to this address.

